



The Pipeline

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Former cabinet worker sentenced for theft from K-TAP

By Mike Jennings, CFC Communications

A former Cabinet for Families and Children worker has received a suspended one-year prison sentence for stealing money that was intended to help clients pay job-related expenses after they left welfare.

Lisa O. Mann, 40, of Mount Sterling, pleaded guilty to seven counts of theft by deception on Jan. 10 in Montgomery Circuit Court. Circuit Judge Beth Lewis Maze placed Mann on two years' probation and ordered her to pay restitution of \$5,300.

Mann, a cabinet employee since September 1992, earned \$30,455 a year as a case management specialist in Mount Sterling. She was responsible for helping Kentucky Transitional Assistance Program (K-TAP) clients obtain the financial benefits, training and other assistance they needed to become self-supporting.

One benefit she administered, known as Employment Retention Assistance, is reserved for clients who have left K-TAP but need further financial help to cover car repairs or other expenses that enable them to remain employed. Clients can receive up to \$1,500 during the year after they leave K-TAP to cover verified job-related costs.

A cabinet investigation revealed that, in April 2002, Mann issued Employment Retention checks in the names of two clients but mailed them to herself. Confronted with this evidence, she resigned last May.

The Office of the Inspector General forwarded the evidence to the Attorney General's Office, which conducted its own investigation. After determining that Mann had also issued fraudulent checks in the names of two other clients,

the Attorney General's Office sought Mann's prosecution.

Since October 2002, three other former cabinet employees have been indicted for committing fraud in benefit programs. Those cases—in Whitley, Franklin and Hopkins counties—involved fraudulent payment of K-TAP, child support and food-stamp benefits.

The cabinet has stepped up its efforts to locate, fire and seek prosecution of employees who defraud its benefit programs. The cabinet publicizes any such cases that result in indictments or convictions.

The ABCs of EAL

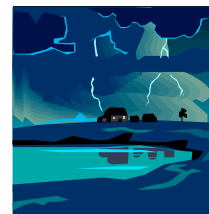


"The ABCs of EAL" features tips that can help us improve our relationships with coworkers and our service to the families of Kentucky.

This week: Y

Instead of saying "no," tell a customer "You can...." We gain appreciation of others when we say "no" in a courteous way. People respond more favorably to hearing what can be done. This technique is effective when we cannot provide exactly what the customer wants, but we do have an alternative. We communicate a sincere interest in service, even though assistance may not be available right now.

Be A Storm Survivor



March is Severe
Weather
Preparedness

Month. Each year
the Kentucky Emergency Management
lists tips for coping with severe weather.
A link to their site is provided below:

[http://kyem.dma.state.ky.us/newsroom/
TheAlertisSent.pdf](http://kyem.dma.state.ky.us/newsroom/TheAlertisSent.pdf)



Emergency home heating aid program to reopen

By Mike Jennings, CFC Communications

Kentucky's program of emergency heating aid for low-income households will gear up again Friday, March 14, thanks to the release of an extra \$3.5 million in federal funding.

Beginning Friday, low-income families who face a heating crisis can apply for aid at their local Community Action Agency (CAA). The heating assistance programs at most of the state's 23 CAAs shut down earlier this winter when they ran out of money, but the new funding will enable them to reopen.

The new money for Kentucky is part of \$151.3 million the U.S. Department of Health and Human Services released last week to help people nationwide meet their late-winter heating needs through the Low-Income Home Energy Assistance Program (LIHEAP). Since last fall, states have received a total of \$1.76 billion in LIHEAP funding.

This winter, Kentucky's LIHEAP program has twice run out of money and twice been revived by the arrival of supplemental funds. Last fall, the state received an initial LIHEAP grant of \$18.8 million, but nearly all of that was gone by early January, when Kentucky received an additional \$1.8 million.

The federal government often supplements its initial LIHEAP funding during the winter heating season, but rising fuel prices and cold weather made the appeals for extra aid unusually urgent this year. The Bush Administration initially sought to hold LIHEAP spending below last year's level, but it has now appropriated more money for the program than it did last year.

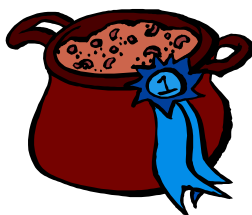
Under Kentucky's LIHEAP program, households at or below 110 percent of the federal poverty level can apply for assistance if they have a heating crisis. Qualifying clients can receive up to \$125 in cumulative aid if they have received a disconnect or past-due notice from a utility. They can also receive assistance if they have no more than a four-day supply of a non-metered fuel—firewood, coal, propane, fuel oil or kerosene.

LIHEAP in Kentucky is operated by the Kentucky Association for Community Action under a contract with the Cabinet for Families and Children. For more information about the program or a list of CAAs, call the association at (800) 456-3452 or log onto <http://www.kaca.org/>.

Chili cookoff to feature hot competition

By Anya Armes
Weber, CFC
Communications

Get ready for a hot competition: The March of Dimes chili cookoff is next Tuesday.



If you're donating a dish to the contest, please bring your warm chili to committee coordinator Michele Lilly outside the Secretary's Office on the CHR building's fourth floor at 10 a.m. on Tuesday, March 18. Crock pots are ideal for serving hot chili.

Staff donating sandwiches and desserts should also bring their contributions to the fourth floor at 10.

Chili entries will be judged at 10:30 a.m. for the thickest, spiciest and best overall taste.

After judging, staff are invited to the lobby outside the Secretary's Office for a lunch of chili, crackers, sandwiches and desserts. Cost is \$3.

Proceeds will help premature babies.

CFC T-shirt sale tomorrow

Committee members are selling Cabinet T-shirts from 8 a.m. to 4 p.m. tomorrow (Friday, March 14) in the CHR lobby.

The white, short-sleeved, 100 percent cotton tees are \$10 for sizes S, M, L and XL; \$11 for XXL; and \$12 for XXXL.

Team members will also be selling plush toys and Home Interiors candles and housewares.



Walk is April 11

The March of Dimes State Walk for Kentucky employees is at noon on Friday, April 11. Office coordinators have pledge sheets for those who'd like to participate.

Staff who raise \$20 will get a Cabinet March of Dimes T-shirt. Walkers who raise \$100 will receive a WalkAmerica T-shirt, and those who collect \$250 in pledges will earn a WalkAmerica sweatshirt. There are even bigger incentives for raising more funds.

If you can't walk, please consider sponsoring someone who will.

Yard sale items needed

Don't forget to bring in your unwanted housewares for the March of Dimes yard sale April 2 and 3. If you have items to donate, e-mail Lilly or call her at 564-3140, ext. 4004.



Next live chat on CFS Forum is Monday

By Anya Armes Weber, CFC Communications

If you work with or have had experience with negative coworkers, your comments would be welcome at the next discussion on the CFS Forum.

March's live chat on the forum's Web site is Monday, March 17.

The topic will be staff buy-in to Comprehensive Family Services. Every office has its "Toxic Tina," who stalwartly will not engage in a work program or philosophy ... for whatever reason. What's the key to understanding these "Tinas," and what has worked to involve them in CFS?

The discussion begins at 2 p.m. Eastern time. You must register to post a comment or question, and registering is easy. Anyone -- staff and community partners -- can log on the site to read comments. Postings will remain online for staff who can't attend the discussion.

Bookmark the CFS Forum: <http://cfc.state.ky.us/cfsforum/>. Log on next Monday for help or to offer your own advice on dealing with difficult staff!

Flex account deadline coming up

By Anya Armes Weber, CFC Communications

The deadline for contributors to claim year 2002 flexible spending account funds is March 31.

Request forms, receipts and appeals for last year's services must be received or postmarked by that date.

Stanley, Hunt, Dupree and Rhine, the 2002 account's administrator, has an automated phone line to check on balances and claims: (800) 413-6706. You must enter your Social Security number to get information. If you need to speak with an administrator, call (800) 403-2839.

Check account information online at <https://www.online-enrollment.com/HDR/Login.asp>. You'll need your Social Security number and the four-digit PIN from your quarterly statement to log on.

Bowl for Kids' Sake a striking success

By Anya Armes Weber, CFC Communications

There were plenty of gutter balls and just as many spares and strikes, but at the Bowl for Kids' Sake fund-raiser this week, the spirit of fun offset any competitive mood.

Cabinet staff participated on three days at Frankfort's Capital Bowl to raise money for Big Brothers Big Sisters of the Bluegrass, a mentoring program. Congratulations to the 43 Cabinet teams that bowled.

In between frames, bowlers snacked on Papa John's pizza and Arby's sandwiches. Some also won door prizes.

The Cabinet had one of the largest groups participating, Cabinet coordinator Eboney Mayewski said.

Thanks to everyone who made pledges, the Cabinet's bowlers have made difference for the "little siblings" in Franklin and 13 surrounding counties.

Look for CFC's fund-raising total in an upcoming edition of the Pipeline.



Karen Doyle from the Division for Policy Development takes aim for the pins Wednesday during Bowl for Kids' Sake.



Kelly Jackson from the Division of Family Support releases her ball at Wednesday's session of Bowl for Kids' Sake. The event raised money for Big Brothers Big Sisters of the Bluegrass.

Online directories can save Cabinet dollars



The Cabinet has an increasing number of directory assistance calls, which carry charges from 45 cents up to \$4, depending on your location, the location you request and time of day. To alleviate these costs Cabinet employees are urged to use the web sites listed below to find information such as phone numbers, names and addresses.

Please note these web sites are FREE. If you have questions, contact Carolyn Lusk at (502)564-2250 ext. 4338 or Bill Davies at (502)564-5270.

Using the web sites instead of directory assistance is one way each of us can assist in cutting Cabinet costs.

Below are 5 FREE web sites that provide nationwide directory assistance.

www.switchboard.com

www.anywho.com

www.superpages.com

www.infospace.com

www.realpages.com